GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:195
ANSWERED ON:03.08.2015
Passengers' Amenities/Facilities at Railway Stations
Singh Shri Rakesh

Will the Minister of RAILWAYS be pleased to state:

(a) whether railway stations have been categorised with various classes for the purpose of amenities/facilities extended to the passengers;

(b) if so, the details thereof including the norms/criteria laid down for such categorisation;

(c) the details of minimum or recommended level of amenities/facilities being provided to the passengers, category-wise;

(d) whether the Railways are aware that passengers" amenities/facilities provided at railway stations are not as per categorisation of stations in some of the cases and if so, the details thereof; and

(e) whether the Railways propose to revise the norms/criteria for grant of higher level of amenities at the small and medium railway stations and if so, the details thereof including the action taken/ proposed to be taken by the Railways in this regard?

Answer

MINISTER OF RAILWAYS
(SHRI SURESH PRABHAKAR PRABHU)

(a) to (e) : A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY PARTS (a) TO (e) OF STARRED QUESTION NO. 195 BY SHRI RAKESH SINGH TO BE ANSWERED ON 03.08.2015 REGARDING PASSENGERS" AMENITIES/FACILITIES AT RAILWAY STATIONS

(a) : Railway stations have been classified into seven categories ("A-1" and "A" to "F") based on the earnings from passenger traffic. Facilities at stations are provided as per norms laid down for each category of station.
(b) & (c) : The facilities at stations have been classified into following three categories:
(i) Minimum Essential Amenities : At the time of construction of station, certain amenities are provided at each category of stations and are required to be provided at stations at all times. The minimum essential amenities are dependent upon category of the station. Broadly to include following amenities for different categories of stations:
â€¢ Booking facility, UTS facility, drinking water, waiting hall, seating arrangement, platform shelter, urinals, latrines, platforms, etc. in all stations except halt station.
â€¢ Booking facility, appropriate drinking water facility, booking office cum waiting hall, shady trees and rail level platforms in all halt stations.
(ii) Recommended Amenities : In addition to minimum essential amenities which are provided at the stations, further augmentation of amenities is done depending on the category of the station and the number of passengers dealt with at any time during peak hours, including the inward and outward passengers (excluding Mela traffic) under "Recommended Amenities". Broadly to include following amenities for different categories of stations:
â€¢ Booking facility, drinking water, waiting hall/shed, seating arrangement, platform shelter, urinals, latrines, lighting, fans, foot over bridge, bathrooms, water coolers etc.

(iii) Desirable Amenities : In addition to minimum essential amenities and recommended amenities with a view to improve customer satisfaction and interface process, amenities are further augmented according to the category of stations which includes retiring rooms, waiting rooms with bathing facilities, national train enquiry system terminal, PA system, washable apron, train indication board, touch screen enquiry system, foot over bridge, escalators, modular catering stalls, pay and use toilets, ATVMs, VIP lounge, CCTV for security and announcement, high-level platforms, etc.

(d) : It is Railways" endeavour to provide passenger amenities at all stations as per norms. Further, augmentation/improvement of passenger amenities at stations is a continuous process and works in this regard are undertaken as per need, inter-se priority of works and availability of funds.

(e) : No, Madam. Some stations have been identified for further improvement of passenger amenities under the Adarsh Station Scheme. At present, out of 8495 stations, 1195 stations have been identified as Adarsh Station.
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